



Indira Kala Sangit Vishwavidyalaya

Khairagarh, Chhattisgarh – 491 881

May 02, 2017

Sealed tenders are invited from qualified software vendors for “Development and Implementation of KOHA Library Management System (LMS) with Data Migration, Implementation of Dspace”. Tenderers should read and fulfil all the terms and conditions mentioned in the following pages.

The technical and price bid should be as per format mentioned in the tender document, and should be addressed to “The Registrar, Indira Kala Sangit Vishwavidyalaya, Khairagarh, Chhattisgarh – 491 881 and **it should be submitted latest by May 25th 2017 at 15:00 hours.** Tender will be opened on May 25th 2017 at 16:00 hours.

Registrar

Indira Kala Sangit Vishwavidyalaya

Khairagarh, Chhattisgarh – 491 881

Invitation of quotation for “Implementation, support services, data migration and training on KOHA Library Management System (LMS) & Dspace”.

1. Sealed competitive quotations are invited by the undersigned for the above mentioned purpose as per following details:

No.	DESCRIPTION	SPECIFICATIONS	QUANTITY
1.	Installation, configuration and general introduction to KOHA	OS: Ubuntu LTS	01 Unit
2.	Customization, Testing and Implementation	In general, customization should be version independent	As per Annexure –I
3.	Documentation, Up-gradation of OS & KOHA, and Implementation of Offline Circulation module		01 Unit
4.	Support and help desk facilities for Library staff for day to day use of Koha LMS, on annual basis (from project completion date).	Support may be provided through at least 2 personal visits/year, unlimited Email, Phone and Skype/Google Video Chat. It includes updating KOHA & OS including any types of trouble shooting	01 Years
5.	Additional on-site Training within the project period., if required	3 Days	All Staff Members
6.	MOPAC	Mobile application for OPAC module of KOHA	01 Unit
7.	Dspace on Debian Linux server latest version along with Koha on the same server with support for 3 years - Installation, configuration and training. Customization, Testing and Implementation as per Annexure – II		

General Terms & Conditions:

1. All tenderers are requested to submit their tenders strictly as per the instructions given below.
2. Tenders should either be submitted personally at the office of **The Registrar, Indira Kala Sangit Vishwavidyalaya, Khairagarh – 491 881 [Chhattisgarh]** or sent by Registered Post to the same address so as to reach well in advance of the closing date and time. The envelopes containing the tender should be superscribed with the “**Tender for Implementation of Koha & Dspace**”.
3. Every tender shall be made out in English or Hindi. All other information will also be supplied by the Tenderer in English or Hindi. Only one language shall be used in the tender. All amounts shall be indicated by the tenderer both in words as well as in figures. Wherever there is difference in prices quoted in figures and words, corresponding amounts quoted in words shall prevail.

4. Tenders should be free from overwriting. All corrections should be duly attested by the tenderers. Tenders should be signed by tenderers manually in long hand by person(s) who is/are legally authorized to sign on behalf of the person(s) or firm or company tendering and in case of firm/company, tender should bear its seal or stamp. The legal instrument of authority either in original or a certified copy thereof empowering the person(s) signing the tender should accompany the tender. No oral, telegraphic or telephonic tenders or modifications in the tenders shall be considered under any circumstances.
5. The tenderers will have to submit two separate cheques of Rs. 500.00 for tender fee (nonrefundable) and Rs. 6000.00 for security money deposit (refundable) drawn in favour of The Registrar, Indira Kala Sangit Vishwavidyalaya, Khairagarh.
6. Any tender without Tender Fee and Security Money Deposit or with Tender Fee and Security Money Deposit in a manner other than what is mentioned above are liable to be rejected at the discretion of IKSV.
7. Security Money Deposit will not carry any interest. Security Money deposited by the unsuccessful tenderers will be refunded as soon as possible.
8. Tenders are to be submitted in triplicate i.e. one original plus two copies and should be type-written. Tenders are to be submitted in two sealed envelopes as follows:

Part I: Technical and Un-priced Commercial Part of the Tender:

The first sealed envelope should contain Technical and Un-priced Commercial Part of the Tender (As per Annexure - V) along with Tender Fee and Security Money Deposit by way of multicurrency cheque only. The envelope should be super scribed as 'Technical & Un-priced Commercial Bid' and also indicate 'Tender for Implementation of Koha & Dspace'. This envelope should contain the following:

- i. Complete details of the software and services offered,
- ii. Documents of Valid Trade License
- iii. VAT/CST Certificate
- iv. PAN/TAN Number and copy of the Vender
- v. Last 3 Years Income Tax return of the firm
- vi. Documents of list paid vendor in Koha community
- vii. Payment Terms
- viii. Validity of Offer
- ix. Delivery Schedule
- x. Signed copy of NIT as a token of acceptance of NIT terms and conditions. Deviations list, if any, from the terms of NIT, which are not in agreement should be specified with respect to the relevant NIT clause number only. If no deviations are indicated, it will be presumed that all terms and conditions of NIT are acceptable in toto. All documents submitted with the NIT should be duly self attested by the bidder's authorized signatory with the company seal.

Part II: Price Bid

The second sealed envelope should contain only Price Bid (As per Annexure - VI). The envelope should be clearly marked "Price Bid" and also indicating "Tender for Implementation of Koha & Dspace".

Both the envelopes as above should be put into an outer envelope and duly sealed and should be properly super scribed with the "Tender for Implementation of Koha & Dspace".

9. Vendor(s) must present a demonstration regarding functioning of the software (Koha & Dspace both), covering all activities and usages. Determination of successful vendor will depend on the demonstration of both the software.
10. The University reserves the right to reject any or all including the lowest tender without assigning any reason whatsoever.

11. The University reserves the right to reject any vendor(s) without assigning any reason thereof for the interest of the institute and lowest rate may not be the only criteria for the selection of the bid.
12. Each Vendor(s) must submit only one quotation.
13. All pages of the Tender documents are to be signed by the authorized representative on behalf of the Vendor(s) along with seal of the firm with date which will be rejected otherwise.
14. All the works to be assigned are to be executed at the University Library of Indira Kala Sangit Vishwavidyalaya, Khairagarh.
15. Vendor(s) must quote the rate in Indian Rupees only.
16. Preference will be given to vendors who quote all the items together and not single item(s).
17. The Vendor(s) should have implemented & automated at-least 10 higher educational institutions using KOHA in India. Purchase order and certificate(s) of successful completion to be attached.
18. The Vendor(s) should have implemented Dspace at-least 05 Higher educational institutes in India. Purchase order and certificate(s) of successful completion to be attached.
19. The Vendor(s) must be registered as Paid Vendor with Koha Community site.
20. The Vendors must have a Customer Care Unit for Instant Support. (online/remote)
21. The Vendors must have Online Ticketing system for Launching Complaints and resolve in the time frame.

Quoted Price:

1. All duties, taxes and other levies payable by the Vendor shall be included in the quoted rate. Sales/Service tax if any should be quoted separately.
2. The rates quoted for each items/services shall be fixed for the duration of the contract and shall not be subject to adjustment/increment.
3. Each Vendor must submit only one quotation.

Validity of quotations:

1. Proposals received beyond the deadline will not be opened.
2. Email or Facsimile quotations are not acceptable.
3. The quotation shall remain valid for a period not less than 60 days after the deadline fixed for submission of quotations.

General Criteria for KOHA software

1. The Vendor must be registered under Companies Act.
2. The Vendor should have Valid Trade License.
3. Preference will be given to Vendors having an office for KOHA support in India.
4. The Vendor should have implemented & automated at-least 30 College libraries using KOHA in India. Attach valid Purchase order and Certificate(s) of Successful Completion.
5. The Vendor should have implemented KOHA in atleast 05 Universities in India. Attach valid Purchase order and Certificate(s) of Successful Completion.
6. The Vendor should have implemented and installed DSPACE and KOHA in the same server.
7. The Vendor should be competent with Hindi and English language.
8. The software must follow MARC 21 compatibility with the required metadata tags therein.
9. Total software solution should be FOSS based.
10. The source code for all the solution components to be used/integrated for the proposed deployment **must** be freely available under an open source license.

11. It must follow the Z39.00 international protocol standards.
12. It must have the Radio Frequency Data Identification (RFID) qualities.
13. It must have the MySQL server to follow the international standard.
14. It must have the data conversion capability.
15. The software must have the tight security measures both at the Administrative level and the sub modular level also.
16. It must be enabled with Google Jacket.
17. No restrictions on number of records & Housekeeping users should be kept.
18. Must be able to generate and print Barcode labels and Spine Labels.
19. Must be able to generate and print Bar-coded Patron Cards.
20. Must be able to perform Full-Text Search.
21. Must be able to perform Automatic Indexing.
22. It must enable Flexible reporting & Faceted Search.
23. It should work in consortia, multi-branch or single-branch mode.
24. It must have options to generate automated overdue notices by email and SMS both.
25. It should have the facility to email/sms issue slips instead of printing them at point of circulation.
26. It should have an offline circulation module.
27. It must be user friendly.

Tender Opening:

1. The un-priced bid shall be opened first on the due date and time in the presence of tenderer and their representative who desire to attend the tender opening.
2. The price bids shall be opened after the corresponding Technical & Un-priced Commercial part of the tenders are scrutinized and possible clarifications obtained from such tenderers as may be required so as to bring the tenders at par technically.
3. The tenderers may present a demonstration of the software (Koha & Dspace) to support their price bid. Determination of successful tenderer will depend on the demonstration of the software.

Right of Acceptance & Rejection of Tenders:

IKSV reserves the right to accept at their sole and unfettered discretion any tender for whole or part quantities or to reject any or all tenders without assigning any reason thereof. No claims for compensation or otherwise whatsoever will be entertained by IKSVM from any tenderer.

Compensation for submission of tenders:

The tenderers shall not be entitled to claim any cost, charges or incidentals for or in connection with the preparation of and submission of the tenders.

Splitting of Tender:

IKSV reserves the right to split this tender in whole or in part at its sole discretion without assigning any reason whatsoever.

Other Terms & Conditions on services required:

1. Latest stable version of open source Koha Library Management Software (LMS) should be implemented.

2. Data Backup: Regular data backups should be made available. It must have the option of single button data backup.
3. Data Privacy, Confidentiality & Security: Vendor should strictly ensure privacy, confidentiality and security of all clients' data.
4. Freedom from vendor lock-in: Customer will own both software and data and should be able to switch the vendors at any time. In case, for any reason, if vendor discontinues the arrangement of hosting and maintenance of clients data for some reason or client wants to run their own server, a notice of minimum three months should be given from either side and vendor should facilitate smooth transfer of data to customer's server, so that library services are not disrupted at any point of time.
5. Standards compliance: MARC21, Z39.50, UTF8/Unicode, SIP2 etc.
6. Vendor should have minimum three years experience in implementation, maintenance of KOHA & DSPACE on Linux platform as Library Management System & Institutional repository in Academic/Public libraries and organizing trainings for/day to day running of the software.
7. Vendor should have implemented of KOHA in at least 30 academic/public libraries or consortia of Academic/public libraries with documented evidence.
8. Vendor should have ability to migrate data from various databases to Koha.
9. Experience of at least one successful and live implementation on centralized server with multiple independent library instances, each having its own OPAC, staff client and independent databases.
10. KOHA being on open source software, any customization and configuration details as per requirements of client should be documented and provided to client for future references.
11. Offline circulation facility is required.
12. Vendor should provide details of Customer base/references and Management profile of the company.

ANNEXURE – I

Technical Specifications consisting of Customization/Configurations & Fine Tuning that should be incorporated for KOHA Software & Services:

General System Requirements

1. Total software solution should be based on Boot-Strap Technology
2. There should be Module-wise customization
3. Software should be enabled with one screen technology
4. There should be scalable/flexible reporting in the reports section
5. There should be SSL and HTTPS Access
6. Staff must be able to manage the system without vendor intervention and be able to shutdown and restart the system without vendor intervention. The system must check the integrity of the entire file system during each restart of the system and servers must log errors by date and time.
7. The system must provide protection for all data files through the use of locally defined passwords or other security measures so that information critical functions cannot be performed without proper authorization. That is, the system must allow the restriction of specific functions to specific users.
8. Procedures and programs must be established which enable rapid data recovery from software failure.
9. Provision of Remote Database Back-up system should be provided with one click
10. The system must provide different levels of security: Network, Database, and Application.
11. There should be provision for MOPAC: Android application for OPAC in different platforms (Smart phones/Tablets/Etc)
12. The system must allow automatic remote mirroring and periodic backup of data and program files, if necessary.
13. The system must not restrict the number of workstations that can access programs as long as equipment requirements are met and operating system license limits are not exceeded.
14. The system must be compatible with the barcodes currently used by the library for materials and for borrowers.
15. The system must allow restriction of access to local or remote databases based on the IP address of the user and User's log-in ID.
16. The system must be able to authenticate users by user name & password/Barcode/SIP and retain the user's authorization as he or she navigates among databases.
17. Libraries must be able to set individual parameters for material types, locations, patron types, checkout periods, fines, and other library policies.
18. Libraries must have the ability to generate statistical reports for all data relating to the use of library materials, borrowers, and other data needed for operations of a library.
19. The system must allow printing/email/SMS of various alerts/notices.
20. ILS must check each user's access privileges at login, and automatically disable or enable client functions (in real time) based upon the user's profile.

21. ILS should not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems.

Cataloguing, Database, and Authority Control Requirements

1. The Cataloguing interface must support context sensitive hyperlink help functionality that can connect directly to a locally loaded or Internet accessible Cataloguer's reference database.
2. Librarians must have the ability to define if records are immediately available for the Library Public Access Catalogue or must be hidden for a specified period of time.
3. When deleting records, restrictions must occur when records have fines or fees due, holds pending, or pending action from Acquisitions with a message alert for staff with the reason why the record cannot be deleted and a choice to either abort or continue, stating the results of deletion, i.e. "if the record is deleted, fines will also be deleted", or "holds will be moved to the next copy, "hold will be deleted" if no more copies.
4. Item records must link in real-time to due date (if checked out), the last check-in date, number of circulations since a specified date, and holds against the item and display that information in staff programs, displaying borrower information.
5. The system must support global updates of all occurrences of a heading in a bibliographic file with a single machine transaction. Cataloguing must include a global editor. It must be possible to globally edit any field within the MARC record.
6. The system must allow authorized headings or entries to be added, changed, or deleted as part of a new bibliographic record.
7. The system must display "see" and "see also" references, scope notes, reference notes, and general information notes in Library Public Access Catalogue and staff displays.
8. The system must support customized label printing of spine call numbers, property stamps, and other appropriate labels. It should also support printing of Catalogue cards (Main Card, Added entries) directly or in batch mode.
9. The real-time update of Catalogue records that are imported throughout the rest of the subsystems and modules.
10. The retrieval of records by at least accession number, title control number, title, author, ISBN, and ISSN.
11. It must be possible for the brief MARC record to automatically be updated to a full MARC record from a hierarchy of defined sources.
12. The Cataloguing module must have the abilities to create and edit by: (a) A full screen MARC edits view. (b) The use of templates in MARC format that contain required and recommended bibliographic fields. (c) An interface for staff members unfamiliar with MARC. The data from this interface must be stored in MARC format allowing it to be retrieved, indexed, and searched the same as full MARC records.
13. Ability to change record formats (e.g. Book to sound recording).
14. 10 and 13 digit ISBN searching.
15. Indexing of 505 subfield codes.
16. URL checker for 856 tags.

17. Ability to edit item records regardless of circulation status (e.g. Checked out, on hold...)

Public Access Catalogue and User Portal Requirements

1. The general functions of the Online Public Access Catalogue (OPAC) are:
 - The portal must be custom designed by the vendor based on the specifications of library staff. It is desirable for the vendor to offer a template or templates, but not to limit the library to templates only.
 - Patrons must be able to what type of search strategy they want to use.
 - Patrons must be able to limit search by format, language, call number, and publication date.
 - OPAC must interact with the circulation system in real time.
 - Catalogue enrichment such as book jackets (stored locally or remotely) and reviews are available. It should be hyperlink to the library Catalogue.
 - If no cover art image is available the system must display a “generic” cover art image as an option
 - It must be possible to link directly from an item to a MAP of the library
 - It must be possible to configure a MAP of the library to highlight holdings by using call number range or collection.
 - It must be possible to highlight various call number ranges or collection(s) on a MAP with differing colors and shapes.
 - The System must offer a federated search option to include at a minimum: Library Catalogue, Remote Resources including news feeds & websites, and Subscription Databases all in ONE search.
 - The Web-based OPAC should have the capability to be accessible from Phone / PDA /other mobile devices with necessary graceful degradations.
 - OPAC must provide English and Hindi versions.
2. The Library Public Access Catalogue must permit remote patrons to authenticate themselves once for their entire session in order to access third party databases that are made available by the library or perform other activities that require authentication. Web portal must allow authenticated patrons access to licensed databases from locations outside of the library.
3. User portals must allow users to renew their checked out items, place hold(s) unless restrictions have been placed on either the material, such as holds for someone else or on their borrower privileges. They should be able to cancel the specific hold.
4. User portals must allow users to view their circulation accounts for items checked out, fines and fees owed, and other relevant information.
5. The system must allow users to use their account to keep a history of materials they have previously checked out and therefore must be interactive with circulation.
6. The Library Public Access Catalogue must include an online tutorial accessible from any session of the Library Public Access Catalogue.
7. The system must allow librarians to define whether or not selected items such as *lost*, *in transit*, or *withdrawn* be displayed to users.
8. Library Public Access Catalogue which may include number, type, duration, response times, unsuccessful, help requests, prints, downloads, e-mails and other relevant information.

9. Hardware and software standards for the OPAC are:
 - System must be able to function on a standard keyboard.
 - System must be fully compliant with MARC21 and Z39.50 standards.
 - System's public Catalogue interface must be accessible from any type of client running a Web browser
10. The display of the OPAC must include the total number of records found along with brief bibliographic information, circulation status for an item. It should provide hyperlinked author, class number and subject fields.
11. Ability to see logs/report of unsuccessful searches (no hits).
12. Ability for virtual shelf browse (limit by format, Dewey number).
13. Support a tag cloud display.
14. Ability to print or export to email or save, a bibliography displaying brief or full bibliographic records.

Circulation, Inventory, Holds, Fines, and Fee Requirements

General Functions

1. Circulation must manage all basic Circulation operations of the library -- check-out, check-in, renewal, fine and fee processing, managing holds and recording statistical usage of library collection and borrowers.
2. Circulation must allow librarians to profile circulation parameters using types of materials, types of borrowers, overdue thresholds, and various fines, maximum fines and fees.
3. An offline circulation product must be available to enable the check out and check in of materials on a circulation workstation or portable device and to be able to load these transactions to the online system at a later time and within the circulation interface.
4. At the time of new borrower registration, the system must perform a duplicate check to determine if there are existing records that meet the criteria being entered.
5. Borrower records must contain at least name, borrower id, permanent address and telephone, secondary address and telephone, cell telephone number, e-mail address(es), and must be searchable by all of these fields.
6. Circulation must support a calendar function to define closed days and automatically adjust check-in times accordingly.
7. The module must not confuse patron barcode number with material barcode numbers.
8. An automatic update in the Catalogue of item status when it is checked in or checked out etc.
9. Statistical records kept for all transactions.
10. The system must produce a "purchase alert" for titles when certain number of holds is place on certain numbers of copies. This ratio should be a library defined ratio.
11. Patron record does not lock if accessed on multiple staff workstations
12. Permissions that can be set by staff role and workstation to restrict access and/or modification to patron records.

13. Support patron types tied to different expiry periods.
14. Support ability for the Library to specify which kinds of materials can be borrowed by specific patron types.
15. Support ability for the Library to specify limits on number of items held and/or the type of items held by a patron at any one time; this limit to be set by the Library for each patron type/item type.

Checkouts

1. System must be able to check out items when the borrower's barcode card is not present.
2. The system must treat each checkout as a separate transaction but be able to list all checkouts for each person on one receipt.
3. The system must check all items for outstanding holds, charges, and circulation restrictions before allowing them to be checked out.
4. The system must allow for ephemeral records to be created to check out and count statistics, but not create an inventory trail, for items such as periodicals, brochures, and other library defined materials.
5. Circulation must support expiration dates for borrower privileges and must automatically message library staff when that date is approaching and not check out items beyond that date.
6. Circulation must support extension of expiration dates with a simple keystroke at the time of checkout or access to the user's record.
7. If a claims returned, missing, or lost items are scanned during inventory, in library use, or at check-in or check-out, the status must automatically revert to on shelf or checked out status without requiring staff intervention.
8. Circulation must restrict checking out of materials designated as non-circulating and allow library staff intervention to proceed with a single keystroke
9. The system must display at least the following on the checkout screen: Patron name, Borrowing category, Patron barcode number, Lending status, Item identification number, Short title, Call number, Due date, Outstanding blocks (if any), Comment field on Patron's record.
10. The system must alert (audio and text) staff if the item being checked out is already checked out to another patron. Staff must also have the ability to override the alert and checkout the item.
11. Staff must be able to check out items by barcode, or title.
12. Support backdate of check out.
13. Support in house check out/in to track materials used within the Library.

Check-ins

1. Circulation must allow manual reset of check-in date to accommodate book drop check-in and unexpected closures.
2. Circulation must support a batch check-in that does not message and require action for each fine transaction calculated during check-in.
3. The system must support retention of the last two borrowers for each item in order to manage problems such as damages, at the library's option.
4. If an item is deemed to be damaged, the system must allow the operator to identify the responsible borrower and invoke a message to be sent through standard notification parameters.

5. Staff must be able to check in items by barcode, or title.
6. The system must display at least the following on the checkout screen Patron name, Patron barcode, Title, Due date, Shelving location, Overdue alert (if any).
7. During check-in the system must alert (audio and text) staff if an item is on hold and give the option to print a hold slip.

Blocks

1. The block functions of the circulation module are: The system must provide automatic restriction of borrower privileges for Library-defined criteria, That blocks can be overridden by staff, That blocks alerts must be audio and/or visual, Fines must be able to be paid easily from the same window, System must block patrons with overdue materials and unpaid fines from placing holds, borrowing, or renewing items.
2. The system must automatically block borrowers from continued privileges based on library defined parameters such as over dues, fines, claims returned, and lost books with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.
3. The system must allow library staff to quickly and easily place manual blocks with explanation note ("need address update," etc.) with a display message with the entire reason for the block without the need for library staff to conduct other inquires, and with the ability for the operator to proceed with a single keystroke.
4. Authorized library staff must be able to override restrictions on borrowers or on materials by using one keystroke without leaving the transaction in progress.

Holds, Renewals

1. The holds and renewal functions of the circulation module are:
 - That it must generate e-mail/sms notifications when items become available.
 - System must block the placing of holds on lost, missing items, available item, or non-circulating items.
 - System must allow staff view and alter the sequence of holds in a queue,
 - System must automatically activate the next hold in the queue when a hold is removed and generate a hold notice to the next patron in the queue.
 - System must monitor the length of time that an item sits on the hold shelf.
 - System must automatically print hold slips when items on hold are checked in.
 - System must allow the Library to restrict the number of renewals.
2. Circulation must allow for a library defined number of renewals, for renewals in person, via telephone software, via access to the user's record from any location and the calculation of the new due date when items are renewed.
3. The system must allow for renewal of all items or individual items for a borrower with a single command.
4. The system must allow library defined blocks of renewals if the patron is delinquent, the title has a hold registered against it, the renewal limit has been reached, or an item is restricted in some other way.
5. Circulation must allow library staff to place holds from staff workstations or borrowers to place holds as part of the User Portal from any library or remote location if no restrictions are on the material or the user.

6. Circulation must alert the operator when placing holds that a borrower is blocked, their privileges have expired, or if materials have restrictions against holds and allow the operator to proceed with a single keystroke.
7. The system must allow librarians to define individual copies and/or titles that may not have holds placed on them so they always go to the shelf, available for borrowers who prefer to browse shelves.
8. The system should allow library staff to remove a hold by a simple straightforward action. Librarians must have the ability to move a copy up or down in the hold list and define a priority for filling holds
9. The system must support holds for “on shelf” items
10. The system must allow staff to initiate a recall for specific titles or copies with a recall message notice produced and managed with standard notice procedures.
11. Support ability for the Library to specify limits on the total number of hold requests any patron may have at any given time; limits to be set by each patron type.
12. Ability to automatically delete all cancelled, unfilled or expired hold requests after a library specified period of time.

Fines, Overdues

1. The fines and overdue functions of the circulation module are:
 - That it must generate e-mail and sms notifications of overdue notices.
 - System must allow the Library to set the parameters for overdue and bill notices.
 - Fines must be calculated at the time of check-in, renewal, or checkout.
 - System must allow full or partial payment of fines with receipts.
 - Librarian must have the capability to exempt fees and fines.
 - System must automatically cancel the lost status when an item is returned.
 - System must keep a history of patron fine and fee payments.
2. Circulation must support library defined fines and fees with automatic calculation of fines when items are checked in late and calculation of estimated fines due if overdue books were returned today by borrower.
3. The system must be able to accept debit, credit card and other mode of e-payments for fines and fees and other costs.
4. The system must support a cash register function and print receipts for collections of fines, fees, *lost* books, and miscellaneous fees assessed such as photocopies and printing.
5. The system must produce an overdue notice for the hold shelf so library staff can manage those items not retrieved by borrowers in a timely manner with library defined parameters.
6. Alert staff of overdue fines on incoming items, allowing staff to pay, waives or charge such fines to the patron’s account.
7. Support ability to account for closed days and holidays or grace periods in the calculation of overdue fines; grace periods being defined by library.
8. Support ability to manually add a charge to a patron record and for staff to be able to select a reason for the added charges from a list originating from the Library.
9. Keep all completed account transactions in a patron account history for a library-determined length of time.

10. Store and display a history of overdue notices and invoices sent to the patron for all items currently overdue or billed, and include an item's title, date of notice sent and method sent (telephone, email, mail or text message).

Notifications (Print/Email/SMS)

1. Circulation must support printing of date due slips, fine and fee payments, hold flags, or other system alerts to an assigned printer that prints formats (such as a cash register type format).
2. Circulation must produce "expiration date notices" to be sent to users when their expiration date approaches using the standard notice delivery parameters.
3. Circulation must support communicating channels of notification to registered library users through e-mail, phone notification, and printed notices and the ability to define a hierarchy of notices to be sent, i.e. e-mail notices sent first, if e-mail addresses are contained in borrower's record, then phone notification (SMS), and if not an adequate result, a printed notice to be mailed.
4. The library must have the ability to create a mailing list from the borrower's file and to create its own message for notification to users.
5. Borrower records are managed by library defined profiles which link to and display at least the following information when accessed: name, id, borrowing restrictions, patron type code, fines and fees owed, outstanding materials, hold requests, last activity date, expiration date, notes field, and personal identification number.
6. Support and permit customization, but not be limited to, each of the following notices and be able to exclude from notices certain patron groups (staff): Alert (issued prior to an item's due date), overdue, fine, hold pickup, hold cancellation, registration to expire in 30 days, non-use of library card in specified period of time, holiday/closure notices.

Inventory Control

1. Circulation must support item status of *missing* with library staff action invoking status of *missing*.
2. Circulation must support item status of *lost*, which is automatically invoked after a library defined period of time of being overdue, or can be invoked by library staff, at which time the borrower is sent a bill for lost item.
3. Library staff must have the ability to define whether or not *lost* items are displayed in the Library Public Access Catalogue.
4. When copies are flagged as *missing*, *claims returned*, or *lost*, a report must be automatically routed to the technical services staff defined by the library.
5. When items in the *lost*, *claims returned*, or *missing* status are withdrawn from the system, any fines and fees owed and the associated titles should be retained in the patron's history until they are paid.

Reports and Notices Requirements

1. Circulation must provide reports of the number and type of transactions on a variety of library defined criteria, such as daily, weekly, monthly, annually, time, location, workstation, user type, material type, classifications, reciprocal borrowers, and all reports must be sorted by library defined parameters.
2. The system must retain circulation history of individual items but not of individual borrower's information to protect the privacy of patrons.
3. Circulation must compile a list of overdue, missing, claims returned and lost items for searching shelves, which can be printed, downloaded, or e-mailed.

4. The system must allow reports to be generated by any authorized library or computer staff.
5. Libraries must be able to design report and notice formats.
6. The system must allow for a variety of library defined notices to be generated for notification using mail, e-mail, or SMS.
7. The system must support customizable report generation and production functions that will allow library and computer staff to prepare customized reports as necessary.
8. The system must support a variety of standard reports and notices for users based on library defined parameters such as over dues, fines and fees, lost books.
9. The system must support the ability to send user notifications by email, SMS, and print through mail and must allow librarians to define a hierarchy to send e-mail notices first (if e-mail is in the user record), phone notices second, and print notices as the last resort.
10. Circulation must send an alert message at check-out, renewal, or check-in, or any other transaction that accesses the borrower records that items are available on the holds shelf and accumulated fines etc.

Acquisitions Requirements

1. The Acquisitions program must manage the entire Acquisitions process including duplicate check, preparation of approval list, selection lists, purchase orders, receiving, claiming, processing invoices, fund accounting, accessioning and payments.
2. Selection lists must be able to be converted to purchase orders or imported into the purchase order format.
3. Acquisitions must allow for adequate security and password features so that authorized staff has rights to perform only those functions for which they are authorized.
4. Acquisitions must detect duplication and perform de-duplication of records in the library local Acquisitions orders database with options to create a new order record, not add the record, or attach a new order to the existing bibliographic record.
5. The module must allow for MARC record downloads into the acquisitions module directly. Field(s) filtering is required.
6. F-12 should be mapped in such a way that it will accept prefix of the Accession Series and will show last accession number.
7. Acquisitions must support viewing of effects on the fund before, during, and after an order is sent.
8. Acquisitions must support entry of brief title records that will be overlaid by full MARC records when each title is received and Catalogued.
9. Acquisitions must be integrated with the library Public Access Catalogue and, at the library's discretion, display title-specific on order status information so holds may be placed.
10. The ability to print barcode labels by individual accession numbers and/or range of accession numbers
11. The library should have the option to display items in the OPAC automatically when the order is released, transmitted, received, approved, or not at all.
12. It should support different order types including firm orders, subscriptions, and gifts.
13. It will handle Standing Order
14. Ability to support multiple overlapping fiscal periods in fund accounting structure.

15. Ability to create, manipulates, and order/receive in multiple fiscal years.
16. Capability to produce fund summary reports that include fund allocations, amount encumbered and expended, and remaining percentage free for a given fiscal year.
17. Ability to adjust amount encumbered and expended in a fund, and ability to transfer monies between funds.
18. Ability to search orders/requests, approvals, main Catalogue, Cataloguing working file.
19. Ability to retrieve last/previous order worked on.
20. Ability to track an item through processing.
21. Ability to place orders using overspent funds.
22. Ability to receive items not ordered via acquisitions module (e.g. local purchases).
23. Ability to receive and pay for incomplete orders.
24. Ability to edit amounts and funds when paying, which automatically adjust encumbrances.
25. Ability to receive a partial order.
26. Ability to receive items without purchase order.
27. Ability to suppress on-order items and on-order bibliographic records from displaying in PAC depending on order type.
28. Ability to detect duplicate orders and provide alert of duplication at the time order is created.
29. Acquisition status report that include encumbrances, expenditures, and funds available (e.g. outstanding orders).
30. Monthly reports: generation, verification, payment.
31. Year-end reports: year-end process, fund summary, year-end carry forward Process.
32. Ability to delete items from order or re-order with different vendor.
33. Ability to add new title to existing P.O. or change quantities.
34. Ability to deal with duplicate invoice #'s.
35. Ability to transfer outstanding item from previous years to new year.

Serials Control Requirements

1. The Serials module must notify staff when a subscription is about to expire.
2. The Serials module must support prediction patterns and notify staff automatically if a new prediction pattern, based on the check in, is needed.
3. The Serials module must support claiming from a list or individual claims.
4. The Serials module must support binding.
5. The Serials Control module must include a fully integrated database with check-in tracking of all periodically published materials.
6. Serials Control must support access to serials information by using standard searches that are available in other programs.

7. Serials Control must keep complete check-in history files of all issues received and automatically update without the need for staff to enter data.
8. Serials Control must keep complete check-in history files of all missing or claimed items and automatically produce notifications for staff review without the need for staff to enter data.
9. Check-in history must be sorted and displayed in issue date order so that issues checked in out-of-order do not skew the receipt history.
10. The system must produce claiming notices and allow claiming of missing and late issues.
11. Serials Control must provide a "notes" option to track claims and subscription extensions.
12. Serials Control must automatically create a summary holdings statement to be displayed in the Library Public Access Catalogue with
13. Ability to check in items by scanning the SICI (Serial item and contribution
14. Ability to combine issues that arrive unexpectedly as a combined issue.
15. Ability to undo the check-in of issues erroneously checked in.
16. Ability to manage subscriptions (additions, renewals, cancellations).
17. Ability to view a subscription list, indicating all subscriptions eligible to be renewed.
18. Ability to cancel or reopen a subscription.
19. Allow automatic claiming or mediated claiming.
20. Claim notices must be available in print and electronic formats.
21. Claiming data must include: supplier information, subscription ID, claim response, claim reason, notes, claim history, issue claimed, number of issues claimed.
22. Ability for staff to claim issues from a list of pending claims.
23. Ability to show missing volume/issues along with bound volume data.

Training, Documentation and Technical Supports

1. Describe and provide a copy of its training plan.
2. Provide a minimum of three five-hour, consecutive days of onsite training in the use of the system modules, features, and administration.
3. Must train the Library and system administration staff to manage and operate the system on a day to day basis including:
 - a. Start-up and shutdown.
 - b. Monitor system performance and perform routine management tasks.
 - c. Handle emergencies.
 - d. Troubleshoot and resolve routine problems.
 - e. Load bibliographic and patron records.
 - f. Perform backups, restoration, recommended preventive maintenance, and security measures.
 - g. Provide documentation updates and release notes electronically.

4. MOPAC: Android application for smart phones/ Windows phone/I-phones is a major requirement. Vendor must provide an application based OPAC for KOHA.
5. Should have an "Online Ticketing System" where a customer will be provided a user ID and password wherein he/she can log-in and launch a support ticket. The support call will be recorded and support services will be provided as per the requirement at the earliest possible time. These records can be used for future reference too. The Up-time & Down-time will be calculated and further penalty will be imposed on the vendor if they are not able to provide the services as required within the stipulated time period.

ANNEXURE – II

DSPACE

DSpace is an open source repository software package typically used for creating open access repositories for scholarly and/or published digital content. While DSpace shares some feature overlap with content management systems and document management systems, the DSpace repository software serves a specific need as a digital archives system, focused on the long-term storage, access and preservation of digital content.

Key criteria for DSPACE software:

1. Application architecture: a full application, not just a framework with components. Components may be swapped or added, but there is no need to build new ones.
2. Built-in workflows: The embedded DSpace data model and workflows should be familiar to librarians and archivists.
3. Built-in search engine: It should come packaged with Apache Lucene, an OS indexing engine that allows for enabling full-text searching for end users. In addition, you can optionally enable a faceted search/browse interface via Apache Solr, an OS enterprise search platform.
4. File types: It should not only auto-recognizes files of any common format (e.g. TXT, DOC, PDF, JPEG, MPEG, TIFF) but also will accept files of any format.
5. Metadata: Qualified Dublin Core should be the default metadata schema.
6. Tools/plug-ins: It should come with management tools including batch import/ export, batch metadata editing, curation, and object backup & restoration tools.
7. Security: The platform should come with an authorization stack or organizations may use an existing LDAP, Shibboleth, or similar protocols to link their internal systems
8. Permissions: It should allow you to control permissions as granular as item level, or you can set global permissions based on communities and collections.
9. OAI-PMH/SWORD/WebDAV: It should comply with standard protocols for access, ingest and export.
10. Configurable database: Postgres or Oracle can be chosen for the database.
11. Languages: It should be available in over twenty languages.

Customizations/Configurations for DSPACE software:

- A. The customization includes:
 1. Submission process
 2. License
 3. Metadata input form
 4. Welcome message
 5. Creation of appropriate E-group and E-People
- B. Configuration of CNRI Handler and OAI-PMH
- C. Software must meet network & Security requirements
- D. It should run on Ubuntu 12.04/Debian Linux Latest Version along with KOHA on the same server.
- E. It should be enabled with web 2.0 features such as RSS Feeds, Current News, Facebook, E-mail alerts, User Statistics, etc.
- F. Complete documentation required.
- G. On-site training.

ANNEXURE – III

KNOWLEDGE RESOURCE CENTRE PORTAL FOR LIBRARY

- Creation of knowledge resource templet in HTML with PEARL scripting of KOHA and DSPACE.
- Integration of KOHA ILMS with DSPACE digital repository.
- Mapping of databases.
- Linking of OAIPMH system
- Linking of templet to College website for easy access of students.
- E-Resource Management System for Journals
- Federated Search for Journals and Articles
- Federated Search for Books and other media formats.
- Online Newspapers
- Online News channels
- Stock reports
- Current whether reports
- Library Notices (Dynamic)
- Featured books/authors/media
- New arrivals

ANNEXURE – IV

Hardware Components required

1. **Wired Barcode scanner**
32 Bit Microprocessor, Handheld, 330 scans/second, code 39 Full ASCII, Led Indicators, USB, Beeper operable, Shock proof: mechanical/electrical
2. **Wireless Barcode Scanner for Stock Verification**
Specifications: PSW 2.4 GHz Wireless, 660nm visible red LED, USB Receiver, Lithium 1260 mAH battery, 440 scans / second, Shock proof: mechanical/electrical
3. **Slip Printer**
40 Column Printer, Parallel USB Serial Ports, Dot Matrix
4. **BARCODE STICKERS**
Barcode label stickers for printing barcodes. ST65 100S - A4, 210x29. 38.1mmx21.2mm
5. **Printer for Barcode Printing (LaserJet)**
Printer Type: Monochrome, Input Plain Paper, Toner Type: HP, OS: Windows 98 SE, 2000, Me (print driver only), XP Home, XP Professional, Server 2003; Mac OS or later Warranty: 1 Year

ANNEXURE – V

FORMAT OF TECHNICAL & UN-PRICED COMMERCIAL PART OF THE TENDER

No.		Details	Annexure /Flag No.
1.	Two separate multicity cheque of Tender Fee and Security Deposit Money of Rs. 500.00 and Rs. 6000.00 respectively, in the name of The Registrar, Indira Kala Sangit Vishwavidyalaya, Khairagarh.		
2.	Documents of Valid Trade License		
3.	VAT/CST Certificate		
4.	PAN/TAN number and copy of the Vender		
5.	Last 3 Years Income Tax Return of the firm		
6.	Documents of listed paid vendor in Koha community		
7.	Purchase order and completion certificate of Koha at least 10 higher educational institutions (including university libraries)		
8.	Purchase order and completion certificate of Dspace at least 5 institutions (including higher education institutions)		
9.	List of Clients with contact details		

(Tenderer)

Name: _____

Signature: _____

Date: _____

Address: _____

ANNEXURE – VI
FORMAT OF PRICE BID

No.	Description	Units	Unit Rate (Rs.)	Total Amount (Rs.)
1.	KOHA on Debian Linux server with support for 3 years - Installation, configuration and training. Customization, Testing and Implementation as per Annexure – I	01		
2.	Dspace on Debian Linux server latest version along with Koha on the same server with support for 3 years - Installation, configuration and training. Customization, Testing and Implementation as per Annexure – II	01		
3.	Documentation, Up-gradation of OS & KOHA, and Implementation of Offline Circulation module & Data Migration of 25,000 records into KOHA	25,000		
4.	On-site Training within the project period.	01		
5.	MOPAC-Mobile Application for OPAC Module of KOHA	01		
6.	Knowledge Resource Centre Portal for Library.	01		

We agree to execute the above project in accordance with the technical specifications for a total contract price of Rs. _____ (in figures) (Rs. _____ (in words).

(Tenderer)

Name: _____

Signature: _____

Date: _____

Address: _____